


09/595697

06/16/00

379	265.01
Class	Subclass
ISSUE CLASSIFICATION	

PATENT NUMBER

**6766011**



6766011

U.S. **UTILITY** Patent Application

<p>O.I.P.E.</p> <p>SC INED <u>TC</u> Q.A. <u>CL</u></p>	<p>PATENT DATE</p> <p>JUL 20 2004</p>
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APPLICATION NO. 09/595697	CONT/PRIOR	CLASS 379	SUBCLASS 265	ART UNIT 2742	EXAMINER AL-AUBA IDI
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TS Laurence Fromm

## Method and apparatus for controlling a contact center

PTO-2040  
12/99[illegible]

6/7/04

9/22/07

<input type="checkbox"/> <b>TERMINAL DISCLAIMER</b>	<b>DRAWINGS</b>			<b>CLAIMS ALLOWED</b>	
	Sheets Drwg. <div>5</div>	Figs. Drwg. <div>5</div>	Print Fig. <div>4</div>	Total Claims <div>12</div>	Print Claim for O.G. <div>1</div>
<input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.	<div>  <div>3/2/04</div> <div>(Assistant Examiner) (Date)</div> </div>			<b>NOTICE OF ALLOWANCE MAILED</b> <div>03-05-04</div>	
	<input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S. Patent. No. _____ <div>_____</div> <div>_____</div>	<div> <div>AI</div> <div>Asbandi</div> <div>_____</div> <div>(Primary Examiner) (Date)</div> </div>			<b>ISSUE FEE</b> <div>10m</div> <div>         Amount Due  <div>\$665</div> </div> <div>         Date Paid  <div>5/11/04</div> </div>
<input type="checkbox"/> The terminal _____ months of this patent have been disclaimed.		<div> <div>_____</div> <div>(Legal Instruments Examiner) (Date)</div> </div>			<b>ISSUE BATCH NUMBER</b>
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